

**AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

1-94. Cancelled.

95. (New) An intelligent communications system in which communications is initiated via a terminal operated by a user, and in which a mode of communication initiated by the terminal to communicate with an entity is determined from the context of information selected by the user from information provided on a display associated with the terminal, the system comprising a communications integration application arranged for use on the terminal operated by the user in a communications environment, the communications integration application being arranged to associate one or more means of communicating with one or more entities and comprising:

means arranged to extract selected information from a shared memory store by copying the content of the shared memory store to a memory store of said communications integration application, wherein the content copied comprises information selected by a user in another application operating in the same environment as the communications integration application and copied by the user to the shared memory store, wherein the information copied by the user to the shared memory store enables the information automatically extracted by the communications integration application from its own memory store to be shared between different communication applications arranged to run on the user's terminal, wherein the other application is configured to at least write to the said shared memory store and the communications integration application is configured to at least read from the said shared memory store,

means arranged to process said extracted information to determine if the user selected information can be determined to comprise one or more of a plurality of data-types by analyzing the content copied to the memory store of the communications integration application to determine its context and semantics; and

means for a user to configure a preferred form of communications means to be invoked using each said different communication applications,

wherein the extracted data-types are each processed to determine one or more modes of communication with one or more entities according to one or more user-configurable communications profiles.

96. (New) A system as claimed in claim 95, wherein the other application displays textual information on a screen which the user selects a text-string from and wherein said information copied to the shared memory store by the user comprises said text string; wherein said text-string is analyzed by said means arranged to process said extracted information to determine if it conforms to one or more predetermined data-types associated with an entity; and wherein,

in the event a data-type comprises a communications-related data-type associated with an identified means to communicate with the entity, said identified means to communicate initiates communication with the entity, and

otherwise, if the pre-determined data-type comprises a data-type which is not related to a means of communication, said means for processing determines an associated communications-related data-type for the entity, whereby a means of communication associated with the associated communications-related data-type initiates communication with the entity.

97. (New) A system as claimed in claim 96, further comprising:

means to associate the means of communication first determined from the data-type with another means of communication, and in said step of initiating communication use said other means of communication.

98. (New) A system as claimed in claim 96, wherein other means of communication is automatically initiated only if the means of communication first determined from the data-type is not successful in enabling the user to communicate with the entity.

99. (New) A system as claimed in claim 95 arranged to enable the user to select an action to be performed on information included within a range of information selected by the user, the system further comprising:

means for the user to select the range of information;

means for automatically determining if within the range of information, an information item comprising a data-type conforms to a predetermined set of format rules;

means for processing the data-types conforming to said predetermined set of format rules;

means for associating each said one or more processed data-types with one or more communication options;

means for associating each communication option with an application enabling said communication option to be activated.

100. (New) A system as claimed in claim 95, wherein each data-type is associated with a communication option by reference to a database selected from a set of one or more databases.

101. (New) A system as claimed in claim 100, wherein said communication option is further associated with a second communication option by reference to a database selected from a set of one or more databases.

102. (New) A system as claimed in claim 99, wherein a said data-type comprises a telephone number associated with an entity, and said other means of communication provides an alternative method of contacting said entity.

103. (New) A system as claimed in claim 99, wherein if said means for communication first determined is not successful, then a second means of communication is determined and automatically activated, and

wherein said means for communication comprises means arranged to enable a user to dial a telephone number for an entity, and if the entity cannot be contacted by said dialed telephone number, the user is prompted to record a message which can be communicated by electronic mail to the intended recipient automatically.

104. (New) A system as claimed in claim 103 wherein the message is converted to text and included in the electronic mail.

105. (New) A system as claimed in claim 103, wherein the message is attached to the electronic mail in an audio format.

106. (New) A system as claimed in claim 99, whereby the user selects information items comprising a plurality of data-types, each data-type having the same type of communication mode, whereby the user is able to contact simultaneously all entities, so selected using a suitably modified version of said communication mode.

107. (New) A system as claimed in claim 106, whereby a user is able to select to conference call several entities in a telephone call by simultaneously selecting said plurality of entities with a single action.

108. (New) A system as claimed in claim 107, whereby a user is able to select to electronically email several entities by selecting information whose filtered information items generates an email communication option for said several entities.

109. (New) A system as claimed in claim 95 wherein the communications environment is a computer-telephony environment, and wherein said means for processing comprises:

means for processing a text-string derived from textual information a user has selected to copy to the shared memory store;

means for determining if the text string in the buffer conforms to a predetermined data-type associated with an entity by comparing the exit-string with textual information associated with the predetermined data-base, the textual information comprising a component of a record stored in database; and

in the event a predetermined data-type is associated with an entity,  
if the data-type is associated with an identified means to communicate with the entity,  
initiating communication with the entity using said associated means to communicate and the text-string selected by the user; and

otherwise if the pre-determined data-type comprises an identified entity, initiating communication with the entity using a predetermined means to communicate determined by

further associating the data-type with a data-type associated with said predetermined means to communicate.

110. (New) A system as claimed in claim 109, wherein each data-type is associated with a plurality of means to communicate with an entity, and each said communication means are initiated in a predetermined order if the first communications means is not successful in establishing communication with the entity according to a said communications profile.

111. (New) A system as claimed in claim 95, wherein the terminal operable by a user is capable of communicating over a communications network with one or more other entities, wherein the communications integration application further comprises:

means arranged to associate one or more means of communicating with one or more entities with information selected by a user in another application operating in the same environment, the information selected having been copied by the user to a shared memory, wherein said other application is configured to at least write to the said shared memory and the communications application is configured to at least read from said shared memory; and

wherein said

means arranged to extract information comprises means to extract selected textual information from the shared memory; and means arranged to process comprise means to process said extracted information to determine if the user

selected textual information can be determined to comprise one or more of a plurality of data-types.

112. (New) A system as claimed in claim 111, wherein the selected information copied to the memory store includes an image.

113. (New) A system as claimed in claim 112 wherein said image is capable of being associated with at least one communications address.

114. (New) A method of communicating with one or more entities by using in a system according to any one of claim 95 an integrated communications application arranged for use on a terminal operated by a user in a communications environment, the integrated communications application being arranged to associate one or more means of communicating with one or more entities and including an intelligent memory reader, the method comprising:

copying the content of a shared memory store to a memory store of said integrated communications application;

analyzing the content copied to the memory store of the integrated communications application to determine its context and semantics;

wherein the content copied comprises information selected by a user in another application operating in the same environment as the integrated communications application and copied by the user to the shared memory buffer, wherein the information copied by the user to the shared memory buffer, wherein the information copied by the user to the shared memory buffer enables information to be extracted by the integrated communications application from the memory store of the integrated communications application to be shared between different communication applications arranged to run on the user's computer, wherein the other application is configured to at least write to the said shared memory buffer and the integrated communications application is configured to at least read from the shared memory buffer, and wherein

said analyzing the content includes processing said extracted information to determine if the user-selected information can be determined to include one or more of a plurality of data-types, and

processing the extracted data-types to determine one or more appropriate modes of communication with one or more entities according to one or more user-configurable communications profiles.

115. (New) A computer readable storage medium containing a suite of one or more computer programs which when executed alone or collectively are arranged to implement the method according to claim 114.

116. (New) A communications integration application arranged for use in an intelligent communications system as claimed in claim 95, the communications integration application being arranged for use on the terminal operated by the user in a communications environment, the communications integration application being arranged to associate one or more means of communicating with one or more entities and comprising:

means arranged to extract selected information from a shared memory store by copying the content of the shared memory store to a memory store of said communications integration application, wherein the content copied comprises information selected by a user in another application operating in the same environment as the communications integration application and copied by the user to the shared memory buffer, wherein the information copied by the user to the shared memory buffer enables the information automatically extracted by the communications integration application from its own memory store to be shared between different communication applications arranged to run on the user's terminal, wherein the other

application is configured to at least write to the said shared memory buffer and the communications integration application is configured to at least read from the said shared memory buffer,

means arranged to process said extracted information to determine if the user selected information can be determined to comprise one or more of a plurality of data-types by analyzing the content copied to the memory store of the communications integration application to determine its context and semantics; and

means for a user to configure a preferred form of communications means to be invoked using each said different communication applications,

wherein the extracted data-types are each processed to determine one of more modes of communication with one or more entities according to one or more user-configurable communications profiles.